

Managing Conflict Effectively

Steve Morris



Steve is an expert facilitator and consultant in communication and managing conflict. He uses applied drama, theatre and active exercises as a training tool in any environment. He is a skilled facilitator of groups in all sectors from corporate sector to working in a prison environment.

His style is highly inter-active and challenging and places a great emphasis on practical applications of programme concepts.

Programme Outline

Conflict at work is a fact of life, whether it is minor disagreements or full scale organisational battles. Different personalities, different agendas and workplace pressures make it inevitable. Being able to handle problems and disagreements and even full scale conflict where necessary is a key skill. This programme will equip participants with some tools and techniques to help them avoid, handle and even benefit from conflict situations.

Programme Topics

- **Common conflict for you**
- **Why conflict occurs?**
- **Assertiveness**
 - Handling problems assertively
 - Avoiding aggression
 - Avoiding passivity
- **The role of emotion**
 - The emotional bank account
 - How different cultures handle emotion
 - Defensiveness
 - Your emotions
- **Diffusing tensions**
 - Facts not opinion
 - Data not judgement
 - Use of language
- **Managing unacceptable behaviour**
 - What is unacceptable?
 - Legal aspects
 - Techniques to handle
- **Conflict handling process - Turning conflict into progress**
 - Listening
 - Acknowledge
 - Test
 - Explore
 - Respond